

Ongoing Business at CeleraPro

First of all, Happy New Year to you and your family! The holidays have come and gone very quickly this year. We are looking for a positive 2022. We enjoyed the celebrations with the Huntsville crowd on Dec 10th, the back office on Dec 11th, and the GSA team on Dec 17th. We had opportunities at each meeting/celebration to enjoy discussions of our accomplishments for the year. We again want to thank the CeleraPro family for the strong commitment to meeting the needs of the NASA and GSA clients. All of you continue to create a positive environment and help CeleraPro demonstrate the positive impact our staff has on each of our customers. We appreciate that!

Having started the new year with the impact of new strains of COVID on the team, we need to be aware that the work environment could change at any time. Current planning has a partial return to work around the end of Jan 2022. Obviously, there will be other updates as we move into the new calendar year. This is still in the works and will be addressed based on the COVID situation at the beginning of the year. One of the options being discussed is alternate days at the office and home. Be prepared for whatever direction is given.

Staffing to Meet Customer Needs

CeleraPro is continuing to work hard with the CO and COR to achieve a stable state with staffing at NASA. We are currently making several moves internally to achieve and exceed requests from the NASA customer. In addition, there are several staff out on maternity leave now. We need to provide the help requested by Keith to make sure we have those positions at NASA covered. Make sure you are responsive to Keith's direction. The same direction is in place at GSA. Keep Chuck and Jamika aware of any new illness or other impact that will keep you from your support. If you have new issues with COVID at GSA or NASA, be proactive and coordinate with your appropriate PM. Our GSA leadership has also been supportive while we move toward

the end of year three on the contract and getting back to onsite support planned for the beginning of the new calendar year. The vaccine status will continue to be a major issue as we try to figure out the best way to staff and meet the customer needs. We will be providing more guidance to staff concerning the vaccine requirements as we move into the new calendar year. Remember that current guidance from both NASA and GSA is that staff need to be vaccinated to return to work, including working remotely from home. Operations at both sites are going well and we need to continue to focus on the needs of our clients at a high standard.

Vaccination Status

We want to continue to remind staff that they need to be vaccinated to be allowed back to work onsite. This is the standing formal direction from the government at both GSA and NASA. The Government will continue tracking the status of all staff members on their status concerning vaccines. Keith at NASA and Jamika at GSA are the points of contact for reporting status. If you have not yet provided proof of your required vaccine, please provide the necessary proof to Keith and Jamika so that we can provide that information to the government. This will be required to return to work. This is a CeleraPro contract requirement as well as a customer requirement.

As we have mentioned several times before, we are intently tracking the vaccination status on both the NASA and GSA teams. We have formal guidance from the government concerning onsite support and we care about each employee's health. Everyone needs to be very responsive on this situation and make every effort to meet the guidance from CeleraPro and the specific guidance from NASA and GSA. All our current contracts are government based, so the guidance from CeleraPro is based on the guidance for continuous support to the government. The changing environment dealing with the COVID-19 impact requires continued vigilance to maintain health and safety.

Upon reaching the designated date and guidance by the government leadership, any remaining unvaccinated employees will most likely be placed on unpaid leave until further guidance is provided.

New Opportunities

Due to the holiday season, we are in a waiting mode for responses on new opportunities. The CeleraPro management team continues to track and identify new opportunities. There is high potential on our winning several of these opportunities. These potential new opportunities will continue to help CeleraPro grow and expand over the next few year(s). As a reminder, here are the new opportunities we are tracking:

- GSA Multiple Award Schedule (MAS) proposal.
- Sub to an incumbent on a National Geospatial Agency (NGA) IDIQ bid.
- National Institute of Health (NIH) IDIQ bid called CIO-SP4.
- USGS Prime proposal submission, expecting an award in October.
- Teaming with a SB HUBZone prime on GSA Polaris.

CeleraPro is continually seeking opportunities through colleagues, relationships, and posted solicitations to order to grow and build company capabilities and improve employee benefits.

In addition, CeleraPro continues to hire highly qualified staff to address our growing needs both on the tasks and in the back office. We currently have three potential candidates in the security process at GSA to ensure available staff if needed in the future and are recruiting new candidates to fill potential positions at NASA.

Benefits

As we add staff through new opportunities, our medical insurance pool grows so that costs may decrease during a future open benefits season. We are currently working with BBG to access our medical coverage benefits and will hopefully see some changes/improvements in the Feb 2022 timeframe. We may be able to obtain reduced

premiums for our health insurance and possibly lower fees on our 401k advisory services.

New handbooks for Exempt and Non-Exempt will be available very soon on the CeleraPro website (as soon as the new benefit pricing is available). Everyone will be required to review these documents and provide signed agreement. Please make the effort to review these handbooks as they provide a lot of information and guidance concerning CeleraPro. Keith at NASA or Jamika at GSA will be your points of contact. New information and guidance will be included for your review.

The last pages of this Monthly Memorandum (the “Blue Pages”) are references to company policies, processes, and contacts.

Continuing Business at GSA

We continue to get great feedback from the customer at GSA and are proud of our ongoing commitment by our staff while working remotely. This will more than likely be changing at the beginning of the new calendar year. Everyone needs to be prepared to our return to onsite work. Any guidance or direction that differs with that plan will be shared as soon as we know. The COR is very interested in how the staff are doing and has been proactive in supporting the performance of this team. Although we have a close relationship with the COR, it is important that each staff member takes any issues or concerns to Chuck and/or Jamika. Issues and concerns should NOT be worked at the COR level. *We appreciate that most of the staff are working closely with Jamika in her new role. We expect all GSA staff to respond to requests and coordination with Jamika. She is officially the Asst. Manager for operations. Make sure that when you reach out to Chuck for requests that she is included.* Remember to be responsive and available to your GTMs. If there are conflicts or issues, let Chuck and Jamika know right away.



CeleraPro

Integrity, Insight, Innovation

Monthly Memorandum

January 2022

GSA Performance Reviews

In the next few weeks Chuck will be providing performance reviews based on feedback from the client, personal assessments, and internal management feedback. The holidays have slowed the process. We look forward to sharing this information and applying it to find ways to become more efficient in the spirit of continuous improvement.

This continuous management assessment for each staff member provides insight into each staff member's role, relations with your GTMs, and impact on the GSA tasks. We will keep you advised of the process. This process will be extended to our NASA team later this year.

NASA MSFC Staff Performance

We are impressed that our NASA team continues to run smoothly despite the staffing changes and movement to help support the needs of the NASA client meet their needs. This has impacted several of the staff and we appreciate your continued focus and commitment as we make these moves. Please take these moves as a positive request from the client. We are trying to get the right staff member into a stronger position and allow them to be successful. NASA management is appreciative of the commitment of the staff members. In addition, Keith is available and working overtime to better get to know all staff members, meeting the needs of the NASA management, and providing each team member an avenue to share information. NASA leadership is very aware and impressed with your commitment and impact on the requirements and needs of the government staff. We continue to be impressed with the staff when we have had the opportunity to talk or meet you and are pleased that you are now a part of the overall growing CeleraPro operational family.

Team CeleraPro (NASA)

As a reminder, CeleraPro is the prime at NASA on Team CeleraPro and includes teammates and friends from Quadrus Corporation and LightGrid LLC. It is important to understand that

although there are three companies supporting the tasking, we are one team supporting each other. If there are any questions or concerns, Keith is always available to work with you to address those issues and concerns on the contract. Make sure to use his local availability to quickly respond to customer needs or questions. Always keep him aware of any vacation or sick leave requests as soon as possible.

Paychex Conversion

This is now our prime payroll and timecards system and is automated for your convenience. This is an area that always needs to be monitored. We have made the process as simple as possible. It is important that each staff member make this a priority daily. This is now our prime payroll and timecards system and is automated for your convenience. This should make your ability to keep the system current extremely easy. Most important to this new process – timecards should be filled out and SUBMITTED daily. On each Friday, the online timecards should be SUBMITTED and APPROVED (by the staff member). This is the same process every week. If you need to take vacation or sick leave, you need to request the time through the Paychex system.

Everyone should be aware and fully engaged on our bi-weekly schedule for payroll. All staff are operating well in general. It is unacceptable to ignore or not do the timecards daily. For your information, we actively check the system daily to see if everyone has submitted their time. Any delays in submitting your entries can impact and cause delays in the processing of payroll specifically for you. Do not get lazy about your submittals. No excuses for not turning in your timecard on time.

Customer Feedback

For both GSA and NASA teams, we are pleased to let you know that the clients are providing strong feedback on your efforts. This needs to continue to make sure we are not only meeting their needs but exceeding expectations. Again,

the GSA contract has already been extended for next calendar year. We are learning more about the NASA client as we move along. Make sure we are all trying to exceed the expectations of the clients. Remember that the NASA client is learning about CeleraPro and how we function as an organization.

Vacation and Sick Leave Hours

Everyone should have been monitoring their personal vacation and sick leave hours especially as we moved through the holiday season. While NASA staff should be fine as the contract recently started, please plan ahead to make sure management is aware of your plans and planning for the necessary coverage. Notify Michelle and Keith, as soon as possible on your planning.

Concerning GSA, we need to be diligent about our vacation hours as you were only able to carryover 16 hours into the new calendar year. We have provided guidance several times about planning and hopefully each of you worked your schedule for vacation time carryover. Keep Michelle, Chuck, and Jamika aware of those plans.

Remember that sick leave hours do not carry over into the new calendar year. A new set of 56 hours became available on Jan 1, 2022. For all, any vacation carryover hours at the end of the calendar year need to be used during the first quarter of 2022.

Holiday Season Celebrations for NASA Staff, GSA Staff, and Back Office

 The Holiday Meeting/Celebrations were highly successful this year. Each of the meetings provided an opportunity for socializing and learning more about each other. We appreciate that the majority of you made the commitment to attend the meetings/celebrations.

Our first event occurred on Dec 10th in Huntsville, AL with our NASA team. Since this was our first holiday with the NASA team, we were looking forward to the opportunity to meet everyone. Remo and Chuck attended the

luncheon along with Keith and his team at Bravo Italian Kitchen. We believe everyone had a good time and appreciated the opportunity to see each other again. Remo and Chuck appreciated the warm welcome to Huntsville as did our CO Renatta America. She was very complimentary of the staff's continued performance. In addition, the weather on Saturday, Dec 11th provided Remo and Chuck an opportunity for an early morning alternative flight to Chicago to miss the tornadoes. That is a story for another day!

On Saturday, Dec 11th the back-office team met for dinner at Café Renaissance in Vienna, VA. We were very pleased to have the entire team in attendance and shared a great time. Luckily, Remo and Chuck made it back in time to attend the event that evening.

On Friday, Dec 17th we enjoyed getting back together with our GSA team for a luncheon at the Matchbox Restaurant in Washington, DC. Dr. Perini, Chuck, and Michelle all attended the luncheon. Last year we had to spend the holiday event entertaining the staff remotely. Although that was fun, getting the opportunity to see the team again was special. We appreciate that we had the opportunity to get together.

Bottomline – all the events were filled with fun and anticipation for the future. We on the management team were excited to see everyone and get the opportunity to talk to many of you. We are proud of each of you. We look forward to bigger and better things next year!

GSA Security Requests

As a reminder with respect to GSA security, we have everyone cleared to support tasking on the OAS contract. Several staff have received requests to update their security files. Do not wait until the due date – please take care of these requests right away. In addition, as mentioned earlier, we have potential candidates also in the security process. This gives us a better opportunity to cover positions if there is a change in staffing. There are some staff changes

occurring over the next few weeks, so make yourself available if needed to cover or back-up staff. Several of you have received requests for updated fingerprints and/or other updates for your badges. It is important that you take care of these requests right away and coordinate your actions with Chuck and Jamika.

Remote Operations/Escort Duty

Current guidance from both the GSA COR and NASA COR is to continue working from home for now. In response to this request, each of you should treat this as you would at onsite operations. You need to be available by phone and computer during the normal operational periods. CeleraPro management will reach out at times to check availability. It is important that you are available when you should be available. If there are requests to return to the work site, make sure we know about it and we will confirm through the COR. Please provide Chuck and Jamika (for GSA) or Keith (for NASA) with information as to who gave the direction, to whom it was given, when it occurs, and whether it is continuous (5 days/week) or partial.

The GSA customer has provided updated guidance. Latest guidance at GSA is still planned for January 2022. Currently at NASA it looks like a possible return at the end of January 2022. We will provide more guidance as we learn more. A few staff have been asked to come in for a day or two; please keep us aware of those requests.

We have been notified that a few staff may be asked to help escort visitors at NASA. This is potentially a bigger request (especially for Foreign National coverage). We need ALL staff to get trained for the escort duty (about an hour of online training and badged). You may need to help staff or one of the subs as well. This is part of the CASS-II contract at NASA and we understand the request will mean time at the site. Please make every effort to support these requests and coordinate with Keith when directed to escort.

For staff working at each GSA and NASA site, continue to make yourself a willing participant in covering and supporting other staff when they are out of the office on vacation or sick leave. We are a family.

Staff Changes

Michelle McCloud, Carlos Tyler, and Shantee Haynes all accepted tentative offers for positions in the future so that we can build our available staff if opportunities present themselves. They all continue to be in the clearance process for the GSA contract. We hope to have several options for them once their clearances are completed. All staff need to continue to provide back-up support where necessary until we have cleared staff available. If there are any questions, let Chuck and Jamika know.

We are aware that staff changes have impacted the staff at NASA will continue to evolve as we move forward with the new contract. Please be responsive to Keith's requests for coverage and potential changes in assignments. This is extremely important as we move into full operations at NASA.

There are several position changes going on at NASA to help meet the requirements of the different areas of support. These moves are meant to benefit the governments and the staff. Please work with Keith to make these moves efficient and effective for the government. These moves are driven by changes in requirements from the NASA government leadership. Each staff member has had discussions with Keith concerning the moves. As we add new staff, please reach out and assist them in getting up to speed. More information on these will be provided in the future on a regular basis.

Vacation Planning for 2021

Despite working from home, we need everyone to be diligent in continually using vacation time. We are entering a new calendar year and will need to be tracking your vacation hours. Any hours carried into the new calendar year will need to be used within the first quarter of the

calendar year. We need to be very diligent about our vacation hours. GSA staff carried over a maximum of 16 hours into 2022. NASA staff carried over whatever hours that had for vacation but will need to be more diligent as that can only carry over 24 hours next year. The rest will be lost if you do not use it. We cannot payout for excess vacation hours. This is your responsibility so please stay on top of it. Sick leave is specifically for staff or their dependents that are sick or need to go to doctor's appointments. It is not additional vacation time. We monitor your vacations hours carefully so that there is no impact to our clients. We do not want to be forced to require that vacation days be taken and urge you to be proactive in taking days off. If all staff do not proactively take vacation time, we will have to start directing vacation time to ensure compliance. Please make this a priority. The impacts of accruing a large vacation balance have the following impacts:

- Impact on the customers if many staff members take an abundance of accrued vacation simultaneously causing impact to mission,
- Impact to staff when vacations cannot be approved due to abundance of requests during the holidays or summer months,
- Impact to the CeleraPro commitment if we cannot provide sufficient fill-ins due to too many staff using large amounts of accrued vacation.

To avoid these impacts, please request vacation time for approval early through Chuck and Jamika for GSA and Keith for NASA. Always CC Michelle on vacation requests.

GSA SOP Updates/Remote Work

For our GSA team, please continually update your SOPs to include any new tasks or function resulting from remote support. The latest versions of the SOPs need to be reviewed and amended to describe what accommodations are required for remote work or changes in tasking. Several staff have identified changing roles resulting from remote operations. Jamika will be

reaching out to each of you to ensure these updates have occurred. Make a concerted effort to appropriately update your specific SOPs up to date for the remote work, when changes or new guidance occur on your task, or simply to revise content. All updates to SOPs are due on 31 January 2022.

NASA Task Track/SOP Development

For our NASA team, we have previously requested each of you to complete your tracking activities, tasks, and deliverables that you provide. These lists should have been provided to Keith. If not, make sure and get them to him now. He will be reaching out to you. We are providing examples of SOPs that we want you to generate about your specific tasking. The examples are GSA type SOPs, but much of the work is the same. Each of you will formulate the content based on the format of the examples. This is not your job statement, but rather the full list of all tasks, big or small and is for your benefit. The SOPs provide the management team with insight into what you provide to the customer. This also provides the CO, COR, and PMs with insight into exactly what you are responsible for each day. First cut of the NASA SOPs will be due to Keith and Chuck by the 28 February 2022.

Staff Member Highlight

This month we would like to introduce you to *Chuck Steele* who is our VP of Operations. He has been with the company since January 2019 and is responsible for ongoing customer operations (current and new contract support). He has been successful in his past supporting strategic planning and implementation, participating and leading national intelligence planning, developing, implementing a non-profit organization (R4 Alliance), and having the special opportunity to help build a successful new business through CeleraPro. He feels very committed to the new environment at CeleraPro





and looks forward to the continued growth and friendship that has been created in such a short time. He truly believes the future will bring new opportunities that offer increased growth for our current staff.

Chuck was born on Scott AFB, Illinois. His Dad was in the Air Force at the time and was assigned to Ethan Allan AFB, Burlington, Vermont shortly after his birth. He and his brother spent several years in Burlington attending the local schools and playing along the banks of Lake Champlain that lies between Vermont and New York. Around the age 9 he moved cross country to Novato, California (just north of San Francisco) to live with family. While in high school he enjoyed playing football and baseball. His brother Jimmy passed away while in high school at the age of 15 (Chuck was 16 at the time). The sports helped him through that hard time. He stayed in that area until he was 18 and graduated from Vallejo High School. His initial work was at the Union Oil Refinery in Martinez, CA. Shortly after graduating, the first draft to support the Vietnam War occurred and his birth date was selected as one of first twenty birthdates. That meant that he would likely be drafted into the Army very soon. Instead, Chuck enlisted in the Air Force. Chuck went to military training school in Texas and his first assignment was Saigon, South Vietnam. While waiting to leave for Southeast Asia at Travis AFB in CA, his assignment was changed to a four-year commitment and tour at the Sunnyvale Air Force Station (affectionally known as the Blue Cube) near San Jose, California. This training provided access and training within the satellite systems that provided the experience for future work.

Chuck left the Air Force in 1975 and went to work for Lockheed doing much the same as he did in the Air Force. During this period, he attended the University of San Francisco (USF) getting a BSBA in 1979. He followed that by

attending the University of Southern California (USC) and receiving a MSSM degree while working full time. Over the following 40 years, Chuck has worked Program Management, Strategic Planning, and Operational Development within the Top-Secret environments both within the Air Force and follow-on work with Lockheed, Booz Allen, Geodynamics, and Deloitte. One of the highlights of his career was his involvement in the early Shuttle launches, working with the astronauts, and coordinating the payloads onboard. Later in his career, he left the government contracting to help start a new non-profit R4 Alliance as the Director of Operations. The non-profit had major impact, collaboration, and funding for more than fifty non-profits across the country. He traveled much of the country working with veterans and non-profit organizations assisting families.

Chuck has lived in many areas of the country including California, Colorado, and now in Virginia for almost 30 years. He has been married twice and has three children (David, Caitlin, and Colin) who are all married and live in Georgia, Colorado, and California. In addition, he has three grandchildren. He now has a significant partner Jill who has been his soulmate for almost 10 years. He loves sports, travel, and engaging his grandchildren as much as possible. Chuck has been to most of our states and much of Europe. He is looking forward to the future at CeleraPro and feels extremely lucky to be involved with our outstanding staff.

CeleraPro Staff Opportunities

CeleraPro is aggressively pursuing growth opportunities and expects to expand in staff in 2021. We have several proposals currently submitted for work in different areas of the country and have candidates in the process locally to help cover future tasking. We will try

to keep you aware of opportunities in all regions where CeleraPro has a presence.

CeleraPro continues to review staff performance and identify staff that demonstrate high quality performance for internal promotion. We will keep you aware of the changes and guidance from the customer. CeleraPro's leadership team is proud of your performance and appreciates everyone's support. We also thank you for the professionalism provided to each of our valued government clients.

Continuing Task Availability

Our GSA and NASA clients have many demands during the COVID-19 crisis to keep the government running and we want to help them accomplish those goals. Make sure that you are always responsive and available to your customer during normal work hours. Keep us aware of your status including if you are going to be away from the phone or computer for a while. It is important that your client can always reach you. Remember that you should always be available by phone during the workday for calls from the client or CeleraPro management. It is important that the client knows you are available to support their needs from home.

Recurring Content

These reminder messages are provided for new staff and as a reference for all staff members. Any changes to the standard information will appear in blue text. We recognize that some portions of the content of this Memorandum may be repetitive, but the purpose of the repetition is to educate new staff and to emphasize critical policies that we expect you understand and adhere to.

CeleraPro Headquarters

Most of the staff have never been to the CeleraPro Headquarters office in Reston where Remo, Ron, Chuck, Brian, Michelle, Gabi, and others spend much of their time. They are constantly updating the environment. These photos are posted so that you can be familiar with "CeleraPro Central."



Staff Commitment

Please remember that our focused commitment to our customers, being on-time, providing the needed support, being a team player, and supporting your staff teammates will continue to be our top priorities. It is important as the work environment changes and is impacted by the virus and other actions that we continue to provide support of the highest value.

Vacation Requests during the CV19 Telework Period in 2022

It is important for all personnel to continue to plan ahead for vacation and leave commitments. This directly impacts our GSA team at this time (the NASA team can carry over more hours this year and have just started within the last month or so). Next calendar year it will be an important item to track for both GSA and NASA. Continuing to carry a large vacation hour balance creates risk for the customer, for CeleraPro and for yourself. The customer has potential risk if all staff save their vacation while working from home and then the Government buildings re-open, start taking off for long periods. We do not have sufficient back-up to cover large numbers of staff taking off for three or more days all at the same time. The Customer Mission would be impacted, CeleraPro would be impacted by not performing in a satisfactory manner, and staff will be impacted because vacation may not be approved and could be lost if not taken before the start of the new year. Please be proactive and plan ahead with the vacation. It is important to our contract and our commitment to the client.

For GSA staff: To request a partial day or single day of vacation, please give Chuck, Michelle,



and Jamika (jamika.patterson@gsa.gov), at least 24 hours' notice unless there is an emergency. Please think ahead to meet this notification time frame. We want to approve everyone's request, so it is important to keep us up to date.

If you plan to take 2-3 days off, please provide at least 48 hours' notice. For 4-5 days off, we require one week notice in advance to arrange for fill-ins. And for greater than five days, please provide at least 30 days' notice. Remember that many of you carried over hours into 2021, so the number of hours that you need to use may be greater than usual.

For NASA staff: To request a partial day or single day of vacation, please give Keith and Michelle at least 24 hours' notice unless there is an emergency. Please think ahead to meet this notification time frame as we move through the new calendar year. We want to approve everyone's request, so it is important to keep us up to date. If you plan to take 2 days off, please provide at least 48 hours' notice. For 3-4 days off, we require one week notice in advance to arrange for fill-ins. And for greater than four days, please provide at least 30 days' notice.

Vacation and Sick Leave Carryover

Every new calendar year, all SCA staff receive 56 hours of sick leave, which do not carry over to the next calendar year.

On January 1, all CeleraPro staff begin accruing vacation (SCA) or PTO (Exempt). The department of labor designates hours of vacation based on years of seniority for SCA staff for each state or region. Please see the employee handbook for the numbers of days per year and hours per pay period based on seniority and employee type.

A portion of accrued vacation and PTO may be carried over into the following calendar year with Program Manager approval. Please see the employee handbook for details.

Kudo Collection Process

We want to continue to remind you of the importance of the kudos many of you get from your customers. The next contract competition is right around the corner, and the kudos you receive could result in helping to win that competition. It is important for CeleraPro staff to keep track of kudos (a.k.a. commendations, awards, and "attaboys") to demonstrate the excellence with which we conduct our work. CeleraPro leadership needs to be aware of special work, compliments for personal efforts, and formal congratulations for your support. We will be sharing this information with the COR. We recently introduced the Kudo Collection Process (KCP) and have received several instances of kudos given to the staff in the last month. If your customer or other source makes the effort to thank you for your efforts, let us know. We encourage staff to continue to develop close relationships with their customers and other government staff connected with the agency. If you receive a compliment verbally from your customer, or in a text message, we request that you ask them to send a message to you via email so that you can forward to CeleraPro leadership.

CeleraPro Handbook

As referenced earlier in this memorandum, the updated CeleraPro Employee Handbook(s) for Exempt and Non-Exempt will be available soon on the CeleraPro website. One of the new items for the handbook will be the automated timecard process and expectations.

The handbook is the official reference describing CeleraPro policies and procedures, which occasionally get updated. Understanding the policies described, and agreement that those policies and procedures will be followed is required. The handbook also provides explanation of benefits from United Healthcare and from Voya.

DC Metro SmarTrip

CeleraPro provides a transportation benefit to DC staff through DC's Metro SmarTrip. The benefit allows staff members taking Metrorail or



Metrobus or parking in a Metrorail garage to purchase SmarTrip fare cards on a pre-tax basis. Based on the current situations with the COVID-19, we have stopped taking funds to support this task. When the staff goes back to normal operations, we will reactivate the accounts that have been selected by staff and let everyone know. Please reach out to Chuck, Jamika, or Michelle with questions.

ISO 9001 Guidance and Approval

Thanks to each of the staff who have reviewed and completed the new ISO 9001 guidance and provided signed responses. It is important to continue to be responsive to these requests. Please be responsive to new requests for training, review, and acknowledgements in the future.

Retirement Benefits Policy

The CeleraPro retirement 401k plan includes a policy established to address the Employee Retirement Income Security Act (ERISA) requirements. The policy requires CeleraPro to designate a portion of company contribution to employee 401k accounts. For the SCA staff, the minimum contribution of \$40/per pay period is contributed directly from CeleraPro to each SCA employee’s 401k account. Remaining H&W funds are used to pay monthly health insurance premium to cover the cost of medical, dental, vision, and selected optional insurance. For staff that also wish to cover other family members additional funds may be deducted from payroll to cover employee’s family members. Federal laws managed by the IRS and Department of Labor have established rules that govern 401k retirement plans. CeleraPro staff that medical waive coverage can have the entire H&W account applied to their 401k (other alternative coverage must be demonstrated).

H&W is not provided to employees on a cash basis as this would impact ERISA 401k requirements. CeleraPro is unusual among small businesses in providing a 401k (which is better than the typical IRA provided by most small businesses). As a result, there are regulations that

must be followed that require CeleraPro SCA staff to have a minimum contribution to their 401k. CeleraPro chose to provide a 401k to its employees rather than an IRA because a 401k provides employees with better options. The 401k funds are maintained and recorded by VOYA with Ascensus as our plan administrator. If you have questions or something does not seem to be working correctly, you can contact VOYA at 866-865-2660. VOYA representatives will continue to be available to respond to all staff needs.

Medical Coverage

Business Benefits Group (BBG) is the company that handles our medical, vision, dental, and employee insurance accounts. If these benefit premiums exceed the H&W funds (for SCA) or the monthly allowance (for Exempts), the remaining premium is paid through employee payroll deduction. If you have any questions, you can reach BBG at (703) 385-7200.

Telework

The CeleraPro Telework from home Policy for the staff is continues to be modified during the Corona Virus Pandemic Period. Telework (Working from Home) is not a normal approved action for the staff, but during current situation has been directed by the government until further notice. It is important that you are available during the workday. Even though you are at home supporting the task, the client needs to have access right away. Also, it is important to note that Remote work is approved for staff (for both GSA and NASA contracts) to work at home, not from a location other than home. This means that Telework / Remote work cannot be performed periodically during a vacation or trip away from home.

Please keep management aware of any questions, requests, or expectations by your customer for work on the Government site. It is important that you remain online during the day to support your customer. Some contractors (not CeleraPro) have abused the telework policy. We want to make sure CeleraPro staff are fully aware of the

company policy for telework under normal (non-pandemic) conditions: If the client approves telework for a day, you still need to get CeleraPro management approval. Do not assume telework unless management has given approval.

Under normal conditions, CeleraPro's contracts require that staff work on-site at the customer location.

- Telework is an exception and is not approved without a substantive reason (e.g., sick child).
- Telework must be approved.
- Telework is permitted during inclement weather following customer closure guidelines.
- This is allowed only if the employee has a laptop and can work remotely.
- If approved, telework is permitted one day at a time with program manager and COR approval in advance.
- Staff that do not report to work at the customer site and attempt to use unapproved telework will be charged vacation time and may receive a verbal warning.

Paid Family Leave (DC Only)

Specific to DC, Paid Family Leave officially began on 1 July 2020 making Paid Family Leave (PFL) available to employees working in DC. Paid Family Leave is a benefit program initiated by DC Office of Employment Services (DOES) for DC employee to care for their family in time of need. For more information concerning the family leave policy, review online at <https://does.dc.gov/page/dc-paid-family-leave>.

Payroll

IMPORTANT: Remember that the payroll can only run on-time when all time sheets are continually updated and submitted on time. Reminder that timecard entries are submitted daily and that timecards are submitted and approved by you weekly. Also note that the

timecard system is checked daily to confirm that all staff members are submitting their time accurately.

LWOP Guidance

This is the ongoing reminder that LWOP is only available through prior approval from Chuck or Jamika (for GSA), and by Keith (for NSA). If you use LWOP, you may need to pay a portion of the health plan premium out of pocket to make up for the lost wages. LWOP can only be used after sick leave and vacation options have been exhausted.

If You Are Moving

If you are moving or planning a move, CeleraPro needs to know when and where. We have a standing requirement for a percentage of staff to live within a HUBZone. Due to this requirement, you must inform us of your new address 60 days in advance of a move. The Small Business Administration has updated its policies regarding HUBZone residence as of January 2020. The new rule is that if the employee has lived in a HUBZone for six months prior to joining CeleraPro, and if they reside in a HUBZone for six months after being hired, the employee can thereafter be considered as a permanent HUBZone member as long as they are employed by CeleraPro.

Please keep us aware of any moves and be sure to let us know where you are moving well in advance of the change, so we can recruit another HUBZone resident if necessary. If you do not keep us aware of changes, it could have an impact on CeleraPro's certification and exercise of contract option years.

Private Company Information

Remember that we need to be smart and keep internal CeleraPro information away from the workplace. Speaking to anyone negatively about CeleraPro, its policies, or about other company staff members should not occur at any time, especially within the workplace. We are a team and expect everyone to be proactive and mutually supportive of team efforts. If you have

any issues or concerns, please address them to Chuck, Jamika (for GSA staff) or Keith and Chuck (for NASA staff). Dr. Perini also has an “open door” policy and will discuss any concerns with staff members as time allows.

Primary/Back-up Matrix

CeleraPro maintains a matrix of fill-in roles based on customer needs. Per our GSA and NASA contracts, Fill-ins CAN NOT be government or other non-CeleraPro contractors unless approved by the COR and PM.

All staff are required to help support operational needs in other offices if directed to do so by the PM. Our approach is to provide fill-in coverage only one day at a time. This would nominally occur on a Tuesday and Thursday, which should result in minimal impact for the any staff to your current position. Our approach is consistent with the agreements with the contract COR. Please give as much notice as possible for all absences. CeleraPro needs to provide all customers with the best coverage possible. Every team member is expected to provide fill-in support when needed.

Thank You

CeleraPro is more than just a business name. It is a collection of outstanding individuals that work hard every business day to exceed the expectations of their customers. If you have ideas for the Monthly Memorandum or would like to be in the Employee Spotlight in an upcoming edition, contact Chuck Steele at 703-975-7095 or your PM at GSA or NASA.